



JENNIFER M. GRANHOLM
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF HUMAN SERVICES
LANSING

MARIANNE UDOW
DIRECTOR

April 24, 2006

Dear Prospective Contractor:

This Request for Quotation (RFQ) for the purchase of Parent Risk Assessment/Mentor services originates with the Clinton County office of the Department of Human Services (DHS). A preproposal conference to address questions and clarify information is scheduled for May 1, 2006 at 3:00PM at 201 Railroad Street, St. Johns, Michigan 48879. Bidder attendance at this conference is not required for a bid to be given consideration, however, it is strongly recommended. A description of the services to be provided is included within the RFQ package.

Payment Terms

The Actual Cost payment method will be used by DHS to reimburse the cost of providing identified services.

Contract Terms and Amount

DHS will not repeat this request for quotation for approximately three (3) years. A contract for the period July 1, 2006 through September 30, 2008 may be awarded. The amount for the first year shall be prorated to cover the period of July 1, 2006 through September 30, 2006. The prorated amount for the first year shall not exceed \$4,252.50. The annual maximum bid may not exceed \$17,010.00. Bids that exceed the maximum annual dollar amount indicated in the RFQ package will not be considered for award. The contract amount for subsequent years will be dependent on DHS availability of funds and service needs. The established price per unit of service will be in effect for the entire period of the contract.

Awards made as a result of this RFQ will require execution of a contract with DHS. The contract will contain standard non-negotiable General Provisions. A copy of the General Provisions is available upon request.

Rating

All proposals will be evaluated on the basis of rating criteria identified in the RFQ. Contracts will be awarded using a two-step process linking price and quality. The most recent audit of each bidder may be reviewed by DHS to determine the bidder's fiscal viability. At its discretion, DHS may eliminate from the rating process any bidders that fail to pass this review. If the bidder has provided contractual services to DHS previously, DHS may consider reviewing monitoring and/or outcome information related to prior contracts.

Contact and Submission Information

The DHS contact person for this RFQ is:

Name: Andrew Piper

Address: 201 Railroad Street

City: St. Johns,

Telephone: 989-224-5509

State: MI

Zip Code: 48879

Email Address: Pipera2@michigan.gov

The bidder must submit all inquiries via email or surface mail by May 1, 2006. Proposals must be submitted in person or via surface mail. Neither fax nor email transmission of proposals will be considered for award. If DHS believes that clarification of its initial material is necessary, written information will be sent to all potential bidders who were sent this package.

Each bidder must submit 5 copies of its proposal. Proposals submitted in response to this RFQ must be received at the following address no later than 2:00PM on May 15, 2006. Proposals received after the designated date will not be rated.

Name: Andrew Piper
Address: 201 Railroad Street
City: St. Johns, State: MI Zip Code: 48879

Please submit two copies of the budget document, in a separate sealed envelope.

All respondents will be notified as quickly as possible of the selection decisions.

Sincerely,

The Department of Human Services (DHS) will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a DHS office in your county.

Authority: P.A. 2080 of 1939.
Completion: Mandatory.
Penalty: Contract Invalid

BIDDER OVERVIEW

This Request for Quote (RFQ) package contains the following elements:

1. Cover Letter
2. Rating Criteria
3. Request for Quote Policy
4. Description of Services for Bid
5. Bidder Response to DHS
 - a. Instructions to Bidders: - Brief instructions for completion of materials to be returned to DHS for bid submission.
 - b. Bidder Response Section - The information to be included by the bidder for submission of a bid to DHS.
 - b. Cost Quotation - These figures are to indicate volume of service you are willing and able to provide, as well as the price bid.
 - c. Budget Completion Instructions - General completion instructions for the Budget Statement Detail Forms. http://www.michigan.gov/dhs/0,1607,7-124-5455_7199--,00.html

REQUEST FOR QUOTE - RATING CRITERIA

Request for Quote (RFQ) proposals will be rated by a Rating Committee according to the following criteria:

I. **Bidder's Experience/Qualifications**

(Maximum 25 points)

A. **Agency**

1. Has bidder ever performed similar services for DHS or another purchaser?
How recently were services provided and for what duration?
2. Does the bidder demonstrate successful collaborative working relationships with other relevant community systems?
3. To what degree is experience with other similar services relevant to the service(s) being bid?

B. **Staff**

1. Do the position descriptions for direct services staff persons require experience in this or related services?

Considerations:

- Length of experience
- Similarity of experience to services to be required

2. Does the supervisory staff, who will provide supervision and oversight of direct-care staff, have previous work experience in this or related services?

Considerations:

- Length of experience
- Similarity of experience to services to be required.
- Is supervisory staff required to have an appropriate level of direct care experience?

3. Does the administrative staff who will provide administrative oversight have experience in this or a related service?

Considerations:

- Length of experience
- Similarity of experience to services to be required

- Does the bidder have management and administrative support personnel adequate to produce a satisfactory level of performance?
 - Will the service provided correspond to DHS needs?
 - Does current administrative staff have previous work experience in directly providing these similar services?
 - Does current administrative staff have appropriate previous work experience in human service administration?
- 4. Do the staff for whom resumes are provided demonstrate the appropriate level of capability for providing identified services?
- 5. Is supervisory and administrative support adequate with respect to Appropriate:
 - Consultation
 - Back-up
 - Span of control

C. Education

1. Are educational requirements appropriate for each of the following types of staff?
 - a. Direct Service
 - b. Supervisory
2. Does the bidder provide an acceptable level of training for new staff?

D. Staff Screening

Is the bidder's procedure for screening staff for prior criminal activity acceptable?

II. Program Implementation (Work Plan)

(Maximum 40 points)

A. Service Delivery

1. Are step-by-step procedures described in detail? Do they demonstrate ability to fully implement the program?

2. Does the bidder's work plan demonstrate an understanding of the client population? Does proposal adequately describe how bidder will identify the client population and include an acceptable plan for informing eligible clients?
 - a. Does the bidder demonstrate ability to provide services to a diverse client population?
 - b. Is the bidder's plan for accommodating client barriers to accessing services adequate?
 - c. Do facilities and services allow/encourage participation by clients with special needs?
3. Client Needs
 - a. Does the proposal adequately describe how the bidder will engage eligible clients and encourage a high level of participation?
 - b. Does the proposal describe an acceptable approach to encourage client participation in decision making and identification of needs?
 - c. Are the bidder's assessment process and on-going services relevant for client need, program eligibility, and intent?
4. Does the bidder have an acceptable plan in place to assure that service will begin on the identified date?
5. Does the bidder demonstrate the ability to coordinate services with other agencies for clients served by multiple systems?
6. Is the bidder's proposed curriculum adequately and appropriately addressing client needs?

B. Staffing

1. Does proposal include adequate descriptions of roles for executive/administrative staff, management/supervisory staff, direct-care-staff, and other supportive personnel?
2. Does the bidder have an acceptable turnover rate for direct care staff?
Does the bidder have an acceptable plan in place to address continuation of service when staff turnover occurs?

III. Fiscal Resource Allocation

(Maximum 20 points)

A. Resource Grid

1. Are the resources (budgeted details such as salaries, occupancy, communication, supplies & equipment, transportation, contracted services, and miscellaneous) reasonable to accomplish the bidder's work plan, and reasonably adequate to provide a consistent level of service throughout the life of the agreement.
2. Are the resources identified in the narrative portion of the proposal consistent with those in the budget?
3. Does proposal specifically identify what resources bidder has available and how it will utilize (all) those resources to facilitate 24/07/365 accessibility (i.e., staffing allocation; communication; transportation, community contacts, etc.)?
4. Is the quantity of resources appropriate and reasonable for the level of proposed services? Do they match?
5. Has the bidder identified other funding and/or donated or non-cash resources to support services and use the funding efficiently?
6. Does the proposal include unallowable costs that will impact the ability of the bidder to implement the work plan?
7. If the bidder provides in-kind, do they demonstrate a dependable, consistent source of in-kind funding?
8. Does proposal demonstrate that the bidder's resources can provide a consistent capacity to sustain an adequate level of service throughout life of the agreement (including staffing, communication resources, and the described facility [both location and size])?
9. Are the number of direct-care staffing hours adequate to deliver the level of needed service, as identified in both the fiscal and Narrative portions of the proposal?

IV. Availability/Accessibility

(Maximum 15 points)

- A. Does the proposal adequately describe how bidder will provide outreach services?
- B. Is the bidder able to provide services at times when most clients can access them? Is the bidder reasonably accessible to the client population during non-traditional service hours?
- C. Transportation
 - a. Is the bidder located close to public transportation?
 - b. Is the bidder's plan for arranging/providing client transportation feasible and appropriate?

V. Price

Competitiveness in pricing will be determined using a formula that will divide the lowest bid price (from that region) by the bidder's price, and then multiply that by the bidder's initial score, determined through the above rating criteria.

REQUEST FOR QUOTE POLICY

General Information

This Request for Quote (RFQ) provides interested bidders with sufficient information to prepare and submit proposals for consideration by the Department of Human Services.

1. Contract Award

Contract award negotiations will be undertaken with those Contractors whose proposals, as to price and other factors, show them to be qualified, responsible, and capable of performing the work.

The contract entered into will be that contract most advantageous to DHS, price and other factors considered. DHS reserves the right to consider proposals or modifications thereof received at any time before award is made, if such action is in the best interest of DHS.

If a contract is awarded, the selected bidder will be required to comply with the General Provisions, which will be a part of the contract.

2. Rejection of Proposals

DHS reserves the right to reject any and all proposals received as a result of this RFQ, or to negotiate separately with any source whatsoever in any manner necessary to serve the best interest of DHS. This RFQ is made for information or planning purposes only. DHS does not intend to award a contract solely on the basis of any response made to this request or otherwise pay for the information solicited or obtained.

3. Incurring Costs

The State of Michigan is not liable for any cost incurred by the Contractors prior to issuance of a contract.

4. Inquiries

Questions that arise as a result of this RFQ must be submitted in writing to the Issuing Office. All questions must be submitted on or before the date specified on the cover letter.

5. Amendment to the RFQ

In the event it becomes necessary to revise any part of this RFQ, addenda will be provided to all bidders who received the original RFQ.

6. Response Date

To be considered, proposal must arrive at the Issuing Office on or before the date specified in the cover letter. Bidders mailing proposals should allow normal delivery time to ensure timely receipt of their proposals.

7. Proposals

To be considered, bidders must submit a complete response to this RFQ, using the format provided in the "Bidder Response to DHS". No other distribution of proposals will be made by the bidder. Proposals must be signed by an official authorized to bind the bidder to its provisions. The proposal must remain valid for at least 90 days.

8. Acceptance of Proposal Content

The contents of the proposal of the successful bidder may become contractual obligations if a contract ensues. Failure of the successful bidder to accept these obligations may result in cancellation of the award.

9. Economy of Preparation

Proposals should be prepared simply and economically, providing a straightforward, concise description of the bidder's ability to meet the requirements of the RFQ.

10. Prime Contractor Responsibilities

The selected Contractor will be required to assume responsibility for all services offered in the proposal whether or not they possess them within their organization. Further, the State will consider the selected Contractor to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract.

11. News Releases

News releases pertaining to this RFQ on the service, study, or project to which it relates will not be made without prior State approval, and then only in coordination with the Issuing Office.

12. Disclosure of Proposal Contents

Proposals are subject to disclosure under the Michigan Freedom of Information Act (P.A. 1976, No. 442).

After contract award, a summary of total price information for all submissions will be furnished upon request to those Contractors participating in this RFQ.

13. Independent Price Determination

a. By submission of a proposal, the offeror certifies:

- 1) The prices of the proposal have been arrived at independently without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other offeror or with any competitor;
- 2) Unless otherwise required by law, the prices, which have been quoted in the proposal, have not been knowingly disclosed by the offeror and will not be knowingly disclosed by the offeror or to any competitor;
- 3) No attempt has been made or will be made by the offeror to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition;
- 4) The price quoted is not higher than that given to the general public for the same service.

b. Each person signing the proposal certifies that:

- 1) She/he is the person in the offeror's organization responsible within that organization for the decision as to prices being offered in the proposal, and that she/he has not participated, and will not participate in any action contrary to a. 1, 2, 3, and 4 above; or
- 2) She/he is not the person in the offeror's organization responsible within that organization for the decision as to the prices being offered in the proposal, but that she/he has been authorized in writing to act as agent for the persons responsible for such decision in certifying that such persons have not participated, and will not participate, in any action contrary to a. 1, 2, 3, and 4 above, and as their agent does hereby so certify; and that she/he has not participated, and will not participate in any action contrary to a. 1, 2, 3, and 4 above.

c. A proposal will not be considered for award if any statement made in the proposal has the sense of deleting or modifying paragraph 13. a1). a.3) or 13.b., above. If paragraph 13.a. 2) has been modified or deleted, the proposal will not be considered for award unless the offeror furnished with the proposal a signed statement which sets forth in detail the circumstance of the disclosure and the

Issuing Office determines that such disclosure was not made for the purpose of restricting competition.

SERVICE DESCRIPTIONS

The services to be provided and activities of the Contractor.

A. Geographic Area: Clinton County

B. Location of Facilities

The Contractor shall provide services described herein at **facilities located in Clinton County**

1. Client Eligibility Criteria

The Target population will be teen and/or young adult parents of children 0-3 years of age who are considered "at risk".

1. Activities the Contractor shall perform:

The Contractor shall:

- a. Provide a site coordinator who will function in a supervisory role to coordinate mentor services to be provided to the family. The coordinator will possess a bachelor's degree with a human service related major. This person will have demonstrated experience in working with a teen parent population and working with mentors.
- b. Site coordinator will recruit qualified parent group mentors/home visitors, supervise weekly group meetings, and provide client support.
- c. Identify program participants through the Clinton County human service agency referrals including the Department of Human Services, Big Brothers/Big Sisters, Clinton County RESA, area churches, etc.

- d. Recruit parent group facilitators/mentors who are adults aged 21 years or older who have parenting experience; are mature and flexible; are patient and understanding; are willing to offer support and guidance to a young parent.
- e. Provide outreach to promote the program.
- f. Schedule an initial meeting with the client either in the client's home, contractor's office or other mutually agreed upon location to complete an initial assessment to determine the appropriate referral sources and family needs.
- g. Based on initial assessment, prepare a written plan of care for services and assign a mentor to the family.
- h. Refer clients to other community resources identified during the assessment process.
- i. Provide weekly group meetings for participants. These meetings will be help for a period of 40 weeks and provide group support to recipients including problem solving techniques, referrals for appropriate resources, etc.
- j. The parent group facilitators/home visitors will schedule periodic home visits with the young parents therefore developing a mentor type relationship in addition to the weekly group meetings if appropriate. At each home visit, the parent group facilitator/home visitor will ask parents to complete the Ages and Stages Questionnaire (ASQ) or similar assessment tool which monitors a child's development at established intervals.
- k. Provide written progress reports on families at a minimum of monthly.

BIDDER INFORMATION

1. To receive reimbursement from the State of Michigan, a Contractor must be registered as a vendor on the Michigan Accounting and Information Network (MAIN)

To register on MAIN:

- Click on www.cpexpress.state.mi.us
 - Follow directions.
2. **Proof of public liability insurance** must be provided to DHS prior to the time the contract is executed (issued). A copy of the policy or a letter from your insurance company (on letterhead) must be provided. If you currently do not have liability insurance, a letter from an insurance company (on letterhead) indicating that application for this insurance has been made may be submitted with the bid. However, proof of insurance must be provided prior to any contract being signed. If liability insurance cannot be obtained, justification must be submitted.
 3. If portions of the services are being subcontracted, the bidder must identify the services the subcontractor will perform and provide all information requested, as it applies to both the bidder and the subcontractor(s).

A contractor is responsible for the performance of the subcontractor who is held to the same standard of quality and performance as the contractor. Raters of bid proposals will consider the qualifications of both the contractor and subcontractor when making contract award recommendations.

BIDDER RESPONSE SECTION

1. Bidder Name: _____
2. Federal Identification Number (for agency): _____
or
Social Security Number (if individual): _____
3. Bidder Mailing Address: _____

Bidder Email Address: _____

Bidder Fax Number: _____
4. Type of Organization: (Check one). Individuals are private proprietary

_____ private, non-profit _____ private, proprietary _____ public
5. Bidder's representative who is the authorized negotiator for the bidder:

(Name) (Telephone Number)
6. Statement of Intent

The bidder hereby assures that the Request for Quote has been reviewed by the organization's governing body and that body has authorized submission of a proposal; that the person identified above as "bidder's representative who is the authorized negotiator" has been authorized by the governing body to represent the organization for the purposes of the submission of a proposal and contract negotiation; and that the organization intends to provide services according to the information contained in this Request for Quote, if selected and funded to do so.

Further, the bidder acknowledges that the General Provisions have been read, reviewed and understood.

Signature of Organization
President or Director

Date _____

Typed Name of Organization
President or Director

Date _____

BIDDER RESPONSE TO BE SUBMITTED

General Information

- a. Primary purpose/function of the bidder's organization.
- b. List all locations that will be involved in providing service.
- c. List all contracts with DHS in the past 5 years. Please identify by contract number.

I. Bidder Experience/Qualifications

Provide the following information:

A. Agency

1. For each agency, prepare a narrative description of prior experience, providing the following information:
 - a. Brief description of service provided;
 - b. Purchaser of service;
 - c. Description of client population;
 - d. Dates of service provision;
 - e. Describe the degree of similarity between related services the bidder has provided and the services being bid;
 - f. Name and telephone number of a contact person for each individual or agency for whom service was provided.
2. Please describe your agency's collaborative relationship with relevant community systems. Include the following information:

Name of agencies, dates of collaboration, client population. Describe the collaborative relationship and outcomes.

B. Staff

Provide position descriptions for all positions included in the price quotation. Identify the positions current staff will fill if the contract is awarded to the bidder.

1. Identify specific experience current direct service staff have as it pertains to the services to be provided (possession of applicable licenses, completion of applicable training or workshops, etc.) and minimum experience requirement for each position.

2. Identify specific experience current supervisory staff have as it pertains to the services to be provided (possession of applicable licenses, completion of applicable training or workshops, etc.) and minimum supervisory and direct care experience requirement for each position.
3. Identify specific experience current administrative staff have as it pertains to the services to be provided (possession of applicable licenses, completion of applicable training or workshops, etc.) and minimum experience requirement for each position.
4. Include resumes for all current staff who will provide services if the contract is awarded to the bidder.

C. Education

1. Identify minimum education requirements for direct service, supervisory, and administrative staff.
2. Identify and describe minimum requirements for initial staff training.

D. Staff Screening

Identify the procedures used to screen staff for prior criminal activity.

II. Work Plan (Program Implementation)

A. Service Delivery

In narrative form, please describe how the bidder would implement the program described by DHS. Include the following information and identify each section by number and heading indicated below.

1. Prepare a description of the way in which service would be provided to a client.
 - a. List each step, process, or activity a typical client would encounter in successfully completing the service (similar to a program flow chart).
 - b. Describe the client assessment process with regard to program eligibility and intent. Identify steps and time frames.
 - c. For each position, list the number of hours and the number of weeks to be committed to the services being bid and the anticipated duration

of service required to complete the service: hours per day, days per week, and total hours/week.

2. Describe the needs and strengths of the client population.
 - a. How will delivery of service address those issues?
 - b. How will the service plan address client barriers?
 - c. How do facilities/services encourage participation by clients with special needs?
3. For each process or activity, indicate how completing that process or activity would engage and assist the client in accomplishing goals.
4. Once the contract is awarded, indicate how long it will be before you or your agency will be able to provide service (be specific, i.e., 30 days, 45 days, etc.) Confirm ability to provide service on the identified date.
5. Describe your plan to coordinate services with other community agencies involved in the client's plan of treatment. Identify the agencies, services, level of coordination and client involvement, and history with the agencies.
6. Provide a copy of the curriculum that will be used. If not applicable to your service, enter N/A.

B. Staffing

To access the Staffing Allocation & Qualifications form CM0011 click below:
http://www.michigan.gov/documents/FIA-CM-011_34691_7.doc

1. Provide information about the roles and responsibilities of identified positions in the provision of service.
2. Describe your current rate of turnover, (overall and direct service) including expectations for current staff continuance, planned staff reductions or growth, and comment regarding anticipated future turnover. Describe mechanisms in place to encourage staff retention.

III. Fiscal Resource Allocation

- A. Use the Resource Grid (CM0043) to provide a narrative description of all resources the bidder requires to meet the requirements of the contract. Please be as brief as possible, while including all pertinent information.

To access the Resource Grid, CM0043 click below:

http://www.michigan.gov/documents/FIA-CM-043_34690_7.doc

NOTE: Do not include figures that would indicate the dollar amount of bid or until cost in this section. Dollar amounts should be stated in the sealed price/budget portion of your response.

Itemize (without indicating actual dollar amounts) the types of employees benefits offered, the square footage of each facility, supplies, travel mileage and other resources included in your budget. Be as specific as possible and quantify all resources whenever possible.

This information will be used to determine whether or not the resources included in the price quotation are adequate to provide the services DHS wishes to purchase as stated in the RFQ. The budget narrative will be compared to the price and budget documentation for each bid submitted by an individual specifically assigned to conduct a fiscal review.

If resources will be provided through another source, explain.

IV. Availability/Access

A Outreach

Indicate ability to provide outreach services in clients' homes or mutually agreed-upon locations if this is requested in the service description. Ability to respond to crisis situations.

Specify normal hours of business and indicate ability and willingness to provide additional hours at other times or days if necessary.

C. Transportation

1. Describe access to public transportation.
2. Indicate ability to arrange transportation for clients to receive services, such as convenience to public transportation, bidder-owned vehicles, etc.

V. Price

Complete the following Price Quotation sheet and a Budget Statement (CM-468) and Budget Detail Sheets (CM-468A) in accordance with instructions. The bidder should

complete the Budget forms only for the first 12 months if the bid is for a multi-year period.

The bidder should submit in an envelope separate from the rest of the proposal.

MULTI-YEAR CONTRACTS:
DOCUMENTATION OF REASONABLENESS OF COST

In documenting the cost to establish a multi-year contract proposal the bidder should complete the Budget Statement (CM-468) and the Budget Statement Detail forms (CM-468A's) for a 12 month period. Budgets for a 12 month period of operation will provide a common basis to evaluate multi-year bids.

The bidder may adjust the first year budget to establish a multi-year bid. However, the methodology should be described. In other words, the proposed price will be based on initial year costs, (reflected in the budget), adjusted for anticipated increases in the subsequent year(s) of the bid period. The basis for the amount and the reasonableness of the adjustment must be established by additional rationale and explanation. The price established and approved by DHS will be in effect for the entire period of the multi-year contract and cannot be changed during that time.

PRICE QUOTATION

The Price per unit of Service will be taken from the budget information provided

Use this form to state the price offered to DHS for the service to be provided. The price quoted is to be per unit of service as defined in the service description in the RFQ. Please identify the service being bid, using the title as shown in the RFQ. State any maximum numbers that apply to how much service can be provided (number of clients, number of units, or both). If the price offered is contingent upon some minimum amount of service being purchased, indicate these conditions. Complete one sheet for each service specified in the RFQ.

Service Title: _____

Unit Title: _____

a. Price per unit bid: \$_____/unit

NOTE: For actual cost, divide the total price by the number of units specified in the RFQ.

b. Anticipated number of clients to be served: _____

c. Anticipated number of units provided: _____

If there is a second unit defined in this service:

Unit Title: _____

a. Price per unit bid: \$_____/unit

b. Anticipated number of clients to be served: _____

1. Maximum number of clients to be served: _____

2. Minimum number of clients to be served: _____
(If applicable)

c. Anticipated number of units to be provided: _____

1. Maximum number of units to be provided: _____

2. Minimum number of units to be provided: _____
(If applicable)

Bidder Response: Staffing Allocation & Qualifications, CM0011

http://www.michigan.gov/documents/FIA-CM-011_34691_7.doc

BUDGET FORMS AND INSTRUCTIONS

http://www.michigan.gov/documents/CM-468ex_15681_7.xlt